

CITY OF ROCKVILLE AQUATICS FACILITIES MANAGER

CHARACTERISTICS OF CLASS:

The Aquatics Facilities Manager performs intermediate technical, para-professional and administrative work involving the safe and effective operation of the Rockville Municipal Swim Center facility. Work is proactive requiring inside and outside contacts and continuing personal contact with the public involving the enforcement of laws, ordinances, policies and procedures; work requires moderate physical effort working regularly with light weight materials and occasionally with heavy weight materials with exposure to heat, fumes, cold, noise, vibration, wetness and considerable mental effort and stress. The work is subject to general policy direction, practices and procedures, covered by precedents and general supervisory review. The incumbent participates with others (both within and outside this organizational unit) in program development, service delivery and supervision of subordinate staff.

EXPECTATIONS OF ALL CITY EMPLOYEES:

- Learn and demonstrate an understanding of City, department, division and team goals.
- Serve and meet the needs of customers during routine or emergency situations.
- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.
- Ability to assess his/her work performance or the work performance of the team.
- Plan and organize his/her work, time and resources, and if applicable that of subordinates.
- Contribute to the development of others and/or the working unit or overall organization.
- Produce desired work outcomes including quality, quantity and timeliness.
- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.
- Understand and value differences in employees and value input from others.
- Consistently report to work and work assignments prepared and on schedule.
- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

EXAMPLES OF DUTIES:

- Plans and schedules the work assignments and supervises the work of the poolkeeper, pool supervisors, lifeguards, locker room attendants, snack bar personnel, custodians, etc.
- Ensures facility cleanliness and proper chemical balances are maintained in all pools.
- Supervises daily operations including cleaning routines and the enforcement of pool rules and regulations by subordinates.
- Ensures that appropriate inventories of necessary chemical supplies are maintained.
- Hires, trains, and evaluates operational staff.
- Arranges special events and coordinates some rentals at the pools.
- Manages and administers the opening and closing of all seasonal pool facilities.
- Maintains up-to-date files on all employees.
- Manages and administers pre-season opening and post-season closing of the Snack Bar.
- Assists in the development and administration of the Swim Center budget and CIP program by identifying both facility replacement needs as well as enhancement opportunities.

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Develops bid specifications, and works with the purchasing division to coordinate facility projects and deals with several contractors in such areas as chemical delivery and storage, concrete repair, etc.

Processes payments from invoices and payments to contractors.

Prepares necessary reports regarding the effectiveness and efficiency of pool operations.

Interprets and explains aquatic programs to the public.

Assists in the development and implementation of pool policies in all areas of operation.

Screens, interviews, and recommends hiring of Swim Center personnel.

Performs rescue operations as needed and administers first aid.

Serves as primary contact person with Montgomery County Health Department on facilities related matters.

Stays abreast of the operating standards of the State of Maryland Montgomery County Health Code.

Ensures that all operations are performed in a manner consistent with the highest levels of safety for patrons and employees alike.

Ensures that all subordinates meet assigned schedules and that all work performed is within acceptable standards.

Performs other duties as may be required or assigned.

QUALIFICATIONS:

Required Training and Experience:

Any combination of training and experience substantially equivalent to graduation from an accredited college or university with major work in recreation or physical education, and 4 years of experience in pool management and administration. Possession of a current Lifeguard Training certificate and Montgomery County Pool Operator's License.

Preferred Knowledge, Skills and Abilities:

Considerable knowledge of rescue methods and first aid as applied to accidents in the water and surrounding areas, and ability to work in an emergency situation in a calm manner.

Considerable knowledge of departmental procedures and policies as applied to the operation of a large swimming facility and as to the maintenance of related records and reports.

Considerable knowledge of the methods, materials, tools and equipment used in the operation and maintenance of public swimming pools.

Knowledge of State of Maryland and Montgomery County Health Code regarding swimming pools.

Ability to deal effectively and courteously with the public.

Ability to communicate effectively with contractors and other City departments.

Ability to establish and maintain effective working relationship with peers and subordinates.

Ability to plan and supervise the work of subordinates engaged in the operation of swimming pools.

Revised 9/04

CITY OF ROCKVILLE BUYER II

CHARACTERISTICS OF CLASS:

The Buyer II performs intermediate paraprofessional and difficult administrative work involved with purchasing activities for the City. The incumbent directly assists the Contract Officer and user departments supplying and seeking information on matters related to the procurement of goods and services. The physical demands are limited and the working conditions are good with some stress related to the review of user department's purchasing activities with meaningful impact. The Buyer II may manage, advise and offer direction to other divisions and departments relative to purchasing activities.

EXPECTATIONS OF ALL CITY EMPLOYEES:

- Learn and demonstrate an understanding of City, department, division and team goals.
- Serve and meet the needs of customers during routine or emergency situations.
- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.
- Ability to assess his/her work performance or the work performance of the team.
- Plan and organize his/her work, time and resources, and if applicable that of subordinates.
- Contribute to the development of others and/or the working unit or overall organization.
- Produce desired work outcomes including quality, quantity and timeliness.
- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.
- Understand and value differences in employees and value input from others.
- Consistently report to work and work assignments prepared and on schedule.
- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

EXAMPLES OF DUTIES:

- Provides information and guidance city-wide to personnel involved in the purchase of goods and services.
- Schedules and provides training city-wide on purchasing procedures and policies.
- Serves as a resource to departments in providing interpretive assistance and training in procurement processes.
- Reviews requisitions, specifications, purchase orders and reports for accuracy and compliance with purchasing policies.
- Prepares and processes purchase orders, change orders into the automated financial system and maintains records of all transactions in connection with such action.
- Maintains working relationship with user departments on matters relating to procurement policies and procedures.
- Assists departments in the development of Request for Quotations (RFQ's).
- Evaluates RFQ's for compliance with requirements. Reviews, revises and approves RFQ's prepared by the user departments.

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Develops lists of potential bidders through internet web site searches, vendor applications, and contacts in the industry.

Prepares award letters, contracts and bonds.

Assists with the coordination and administration of the Purchasing Card Program.

Provides bid/award information and master contract log changes to web administrators on City website.

Searches web sites of state, county and municipal governments to obtain and review bids to determine feasibility for use by the City.

Identifies and implements procurement methods to ensure purchases are in accordance with procurement procedures.

Develops and assembles procurement documents and coordinates any required reviews to ensure consistency and accountability in City procurements.

Conducts public bid/proposal opening for projects over the formal bid threshold in accordance with established procedures.

Identifies potential vendors, using various sources, to ensure adequate competition.

Reviews bids and proposals for responsiveness to minimum procurement requirements, and notifies affected bidders/proposers of non-responsiveness and non-responsibility findings

Performs various administrative duties as necessary.

Performs other duties as required.

REQUIREMENTS:

Minimum Training and Experience:

Any combination of training and experience substantially equivalent to a Bachelor's Degree from an accredited college or university with major course work in business, purchasing or related field and three years of progressively responsible experience in purchasing or a purchasing related field. Possession of an appropriate driver's license valid in the State of Maryland. Professional Public Buyer Certification or ability to obtain within one year of employment.

Desired Knowledge, Skills and Abilities:

Working knowledge of office practices, procedures, systems and equipment used in public procurement.

Ability to develop contract specific language to meet the needs of IFB's, RFP's and RFQ's.

Working knowledge of governmental purchasing procedures.

Skill in the use of Microsoft Word, Excel and automated purchasing system..

Ability to make decisions in accordance with rules, regulations, and department policies and procedures, as well as the ability to use resourcefulness in meeting new situations.

Ability to carry out with limited supervision continuing assignments requiring the presentation of material and the maintenance of records.

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Ability to read, write, interpret and evaluate specifications, contract documents, and modifications.

Ability to establish and maintain effective working relationships with other employees, supervisors, departmental officials, officials of other agencies and the general public.

Revised: 8/06

CITY OF ROCKVILLE BUYER II

CHARACTERISTICS OF CLASS:

The Buyer II performs intermediate paraprofessional and difficult administrative work involved with purchasing activities for the City. The incumbent directly assists the Contract Officer and user departments supplying and seeking information on matters related to the procurement of goods and services, specifically those valued up to \$15,000. The physical demands are limited and the working conditions are good with some stress related to the review of user department's purchasing activities with meaningful impact. The Buyer II may manage, advise and offer direction to other divisions and departments relative to purchasing activities.

EXPECTATIONS OF ALL CITY EMPLOYEES:

- Learn and demonstrate an understanding of City, department, division and team goals.
- Serve and meet the needs of customers during routine or emergency situations.
- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.
- Ability to assess his/her work performance or the work performance of the team.
- Plan and organize his/her work, time and resources, and if applicable that of subordinates.
- Contribute to the development of others and/or the working unit or overall organization.
- Produce desired work outcomes including quality, quantity and timeliness.
- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.
- Understand and value differences in employees and value input from others.
- Consistently report to work and work assignments prepared and on schedule.
- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

EXAMPLES OF DUTIES:

- Provides information and guidance city-wide to personnel involved in the purchase of goods and services under \$15,000.
- Schedules and provides training city-wide on purchasing procedures and policies.
- Researches and supplies information to user departments on purchasing policies, practices and procedures.
- Screens incoming requisition forms for completeness and accuracy in compliance with purchasing policy.
- Assigns vendor codes and inputs purchase orders, price agreements, and other relevant data as necessary into the automated financial system.
- Maintains working relationship with user departments on matters relating to substitutions, equivalents, delivery schedules and vendor problems.
- Assists in the development of Request for Quotations (RFQ's).
- Receives and evaluates RFQ's for compliance with requirements. Reviews, revises and approves RFQ's prepared by the user departments.
- Identifies and prepares solicitations for the purchase of goods and services under \$15,000.

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- Develops lists of potential bidders through internet web site searches, vendor applications, contacts in the industry, the Thomas Register and other resource books.
- Prepares award letters, contracts and purchasing requisition.
- Assists with the coordination and administration of the Purchasing Card Program.
- Performs duties related to contract management.
- Maintains contracts, and the Master Contract Log, to assure all information is current.
- Secures and reviews new contracts to determine feasibility for use by the City.
- Prepares award letters, contract documents, purchase requisitions and mayor and council agenda sheets.
- Provides bid/award information and master contract log changes to web administrators on City and County websites.
- Searches internet web sites of state, county and municipal governments to obtain and review bids to determine feasibility for use by the City.
- Identifies potential contracts, bid by other local governments that can be used by the city.
- Conducts periodic reviews of user department's purchases to determine if purchases are in accordance with procurement procedures and requirements.
- Identifies and implements procurement methods to ensure future purchases are in accordance with procurement procedures.
- Manages, advises and offers direction to other divisions and departments relative to purchasing activities.
- Develops invitations for bids and requests for proposals for purchases over \$15,000.
- Researches and develops bid specifications utilizing web sites, existing specifications, and other specifications from other jurisdictions.
- Performs selection of potential bidders using internet, vendor applications, contacts in the industry, the Thomas Register, yellow pages and other resource books.
- Reviews, evaluates and awards bids.
- Performs various administrative duties as necessary.
- Performs other duties as required.

REQUIREMENTS:

Minimum Training and Experience:

Any combination of training and experience substantially equivalent to a Bachelor's Degree from an accredited college or university with major course work in business, purchasing or related field and three years of progressively responsible experience in purchasing or a purchasing related field. Possession of an appropriate driver's license valid in the State of Maryland. Must have passed the Professional Public Buyer Certification exam.

Desired Knowledge, Skills and Abilities:

- Knowledge of modern office procedures and practices.
- Considerable knowledge of Business English, spelling, arithmetic, punctuation, filing, and grammar, and possession of a good vocabulary.
- Working knowledge of governmental purchasing procedures.

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Basic knowledge of the functions, general procedures and requirements of a governmental jurisdiction.

Skill in the use of word processing and data processing equipment.

Ability to make decisions in accordance with rules, regulations, and department policies and procedures, as well as the ability to use resourcefulness in meeting new situations.

Ability to carry out with limited supervision continuing assignments requiring the presentation of material and the maintenance of records.

Ability to deal with the public and other employees courteously and tactfully and to convey concise and accurate explanations of policies, procedures, and requirements.

Revised: 9/04

**CITY OF ROCKVILLE
COMMUNITY SERVICES PROGRAM COORDINATOR**

CHARACTERISTICS OF CLASS:

The Community Services Program Coordinator performs intermediate paraprofessional and administrative work relative to youth and family programs and development for the City. The work requires sufficient knowledge to perform and deal with work situations; and, outside and inside contacts to carry out programs requiring cooperation, explanation and persuasion. The work is usually physically light in nature involving considerable mental effort and stress. The work is subject to general instruction, established routine and/or standardized policy and procedures; and, effects and has meaningful impact on individuals and citizens.

EXPECTATIONS OF ALL CITY EMPLOYEES:

- Learn and demonstrate an understanding of City, department, division and team goals.
- Serve and meet the needs of customers.
- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.
- Ability to assess his/her work performance or the work performance of the team.
- Plan and organize his/her work, time and resources, and if applicable that of subordinates.
- Contribute to the development of others and/or the working unit or overall organization.
- Produce desired work outcomes including quality, quantity and timeliness.
- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.
- Understand and value differences in employees and value input from others.
- Consistently report to work and work assignments prepared and on schedule.
- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

EXAMPLES OF DUTIES:

- Plans, manages and coordinates youth and family programs and services.
- Supervises and coordinates programs and intervention services provided by other entities, non-profits, schools, etc.
- Integrates youth development initiatives into a coordinated program and expands efforts to include a larger number of youth.
- Coordinates youth programs with various Recreation and Parks programs.
- Manages youth development programs, acculturation and mentoring programs.
- May supervise part-time and volunteer employees and manages service contracts.
- Coordinates crisis, gangs and graffiti intervention efforts.
- Conducts fundraising and grant preparation to obtain funds for stipends and other program costs, and administers grants.
- Assists with the coordination of the City's Holiday Drive program.
- Acts as liaison to other entities who manage contracts for Prevention/Early Intervention Services

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COMMUNITY SERVICES PROGRAM COORDINATOR
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Works with civic groups, parent and student groups and other community organizations in assessing and determining social service needs and desires and implements programs and services to meet these identified needs. Assists with information and referral resources to the public.

Coordinates needs assessments for youth services (service providers, parents, youth schools, police).

Manages contracts for services to supplement existing City Youth Development and Afterschool Programs.

Monitors County and State initiatives for youth development and gang prevention initiatives.

Plans educational offerings for parents, schools and community (e.g., parent training, drug abuse prevention education, bullying, gang recognition/prevention).

Backs up other Division functions.

Works some evenings and weekends as required.

Assists in arranging workshops on money management, housing resources, emergency management etc., in partnership with Rockville Housing Enterprises and other agencies.

Performs other duties as required.

QUALIFICATIONS:

Required Training and Experience:

Any combination of training and experience equivalent to a Bachelor's Degree from an accredited university or college in Public or Business Administration, Social Science or a closely related field and two years progressively responsible experience in community or social service programs coordination. Being fluently bilingual in English and another language is preferred. Must possess a driver's license valid in the State of Maryland.

Preferred Knowledge, Skills and Abilities:

Knowledge of the operation of a wide variety of government aid, welfare, health, and recreation resources and programs.

Knowledge of community organization techniques and individual and group dynamics.

Knowledge of social and economic issues facing youths and families and the ways these issues affect both the families and individuals.

Knowledge of acceptable fundraising and grant application and administrative techniques.

Knowledge of the effective principles of prevention and intervention for reducing substance abuse, gang activities, and graffiti, etc.

Skill to work effectively with representatives of other interested or affected agencies.

Skill in organizing diverse factions into a homogeneous program for the benefit of all.

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COMMUNITY SERVICES PROGRAM COORDINATOR
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Ability to present thoughts both verbally and in writing, to conduct interviews, and to prepare and maintain necessary records and reports.

Ability to coordinate a Holiday Drive and other similar programs.

Ability to conduct needed assessments.

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CITY OF ROCKVILLE COMMUNITY SERVICES REFERRAL COORDINATOR

CHARACTERISTICS OF CLASS:

The Community Services Referral Coordinator performs intermediate paraprofessional and administrative work providing information and referral to community and social services. The incumbent handles a variety of typical assignments and problems independently dealing effectively with normally encountered work situations. The work requires outside and inside contacts on matters requiring cooperation, explanation and persuasion. There is limited physical demand with considerable mental effort handling multiple projects concurrently. The work is subject to general policy direction, practices and procedures with general supervisory review. The incumbent participates with others, both inside and outside the unit in program development and service delivery.

EXPECTATIONS OF ALL CITY EMPLOYEES:

- Learn and demonstrate an understanding of City, department, division and team goals.
- Serve and meet the needs of customers.
- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.
- Ability to assess his/her work performance or the work performance of the team.
- Plan and organize his/her work, time and resources, and if applicable that of subordinates.
- Contribute to the development of others and/or the working unit or overall organization.
- Produce desired work outcomes including quality, quantity and timeliness.
- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.
- Understand and value differences in employees and value input from others.
- Consistently report to work and work assignments prepared and on schedule.
- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

EXAMPLES OF DUTIES:

Serves as clearinghouse information provider to City residents for all City, County, State, Caregiver, public, private, and non-profit Social Service resources, including services for persons with disabilities.

Develops informational and promotional materials that describe available social services from all government levels, non-profits, etc. in multiple languages.

Ensures wide distribution of promotional materials and information on available social services, using City publications, website, Cable TV, as well as distribution of written materials throughout the community.

Provides connections to job providers and provides job referral assistance to residents.

Administers Rockville Emergency Assistance Program (REAP) grants, conducts applicant interviews, makes appointments with service providers and contacts as needed. Works with Rockville Housing Enterprises (RHE) on REAP recidivists (credit, other workshops).

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COMMUNITY SERVICES REFERRAL COORDINATOR
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- Performs follow up investigations on effectiveness of referrals, interventions, etc.
- Arranges workshops on money management, housing resources, emergency management, etc. in partnership with other agencies
- Assists with community needs assessments and strategic and long-range planning efforts.
- Assists with coordinating City responses to crisis situations, such as structure fires, natural disasters, etc.
- Assists with the Holiday Drive.
- Researches information in coordination with other City departments and produces and disseminates information on low and moderate cost housing, maintains relationships and shares information with County, non-profit and other human service providers.
- Performs community outreach and assists with program management as needed.
- Backs up other Division functions.
- Works some evenings and weekends as required.
- Performs other duties as required.

QUALIFICATIONS:

Required Training and Experience:

Any combination of training and experience equivalent to a Bachelor's Degree in Human Services or Public or Business Administration from an accredited university or college and two year progressively responsible experience in the coordination and/or delivery of community and social services. Being bilingual in English and Spanish is preferred. Must possess a driver's license valid in the State of Maryland.

Preferred Knowledge, Skills and Abilities:

- Knowledge of social and economic problems and the ways these problems affect both the families and individuals.
- Knowledge of demographics, data collection and analysis
- Knowledge of effective public information and communications techniques.
- Knowledge of the operation of a wide variety of government aid, welfare, health, and recreation resources and programs.
- Skill to work effectively with representatives of other interested or affected agencies.
- Multilingual skills may be required based on population served.
- Ability to acquire and apply good working knowledge of relevant laws and practices.
- Ability to present thoughts both verbally and in writing, and to prepare and maintain necessary records and reports.
- Ability to develop factual, informative and appealing promotional materials on available community and social services.
- Ability to develop and maintain effective working databases relative to the work.

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CITY OF ROCKVILLE CONSTRUCTION CODES INSPECTOR II

CHARACTERISTICS OF CLASS:

The Construction Codes Inspector II performs difficult technical and intermediate administrative work in securing and maintaining compliance with ordinances and regulations relating to building, plumbing, electrical, mechanical codes, fire and safety, health, zoning ordinances, occupational licensing, and nuisances within the City. This is code enforcement work requiring the application of technical and specialized knowledge, methods and techniques to ensure compliance with codes, City ordinances and approved plans, permits and specifications. Incumbent makes independent field inspections, writes reports, correspondence and notices, gathers evidence, prepares cases and testifies in court when necessary. The position requires continuing personal contact with the general public, contractors, architects, etc. concerning construction code requirements. The physical demands are moderate under somewhat disagreeable working conditions. The incumbent's work has meaningful impact on specific cases and the work is done under general managerial direction.

EXPECTATIONS OF ALL CITY EMPLOYEES:

- Learn and demonstrate an understanding of City, department, division and team goals.
- Serve and meet the needs of customers during routine or emergency situations.
- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.
- Ability to assess his/her work performance or the work performance of the team.
- Plan and organize his/her work, time and resources, and if applicable that of subordinates.
- Contribute to the development of others and/or the working unit or overall organization.
- Produce desired work outcomes including quality, quantity and timeliness.
- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.
- Understand and value differences in employees and value input from others.
- Consistently report to work and work assignments prepared and on schedule.
- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

EXAMPLES OF DUTIES:

- Inspects residential and/or commercial construction for structural, mechanical, plumbing, electrical, energy, life safety, health, fire protection, and on-site utility construction to verify compliance with approved plans and applicable codes and specifications.
- Confers with and advises contractors, property owners, architects, and the general public regarding code requirements and solutions to problems.
- Conducts follow-up inspections to monitor compliance; and takes the appropriate action necessary in cases of non-compliance.

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CONSTRUCTION CODES INSPECTOR II
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Investigates and resolves citizen complaints regarding code violations including working without permits and substandard construction.

Maintains up to date knowledge of construction methods, codes and materials by attending seminars and classes, by independent study and by internet instruction.

Maintains accurate documentation records of inspection results for all types of permits.

Preparing accurately violation notices and/or stop-work orders that are sent to property owners in order to obtain compliance with City codes.

Issues orders and citations; gathers evidence, prepares cases for court/appellate consideration; and testifies in court as issuing officer and expert witness.

Provides inspection assistance for after-hours emergencies to assess damage and authorize safe reconnection of electrical service to all structures damaged by fire or other means.

Assists the supervisor with special assignments and in training of new inspectors when necessary.

Reviews plans, issues permits and provides assistance to contractors and the general public when assigned.

Performs other duties as required.

REQUIREMENTS:

Minimum Training and Experience:

Graduation from high school and five (5) years' experience in building construction or code enforcement, or in the construction trade industry. One year's experience as a City of Rockville Construction Codes Inspector I. Possession of an appropriate driver's license valid in the State of Maryland. Possession of State of Maryland Industrialized Building Inspectors certification and certification by BOCA as a Building General Inspector, and as a One and Two Family Dwelling Inspector required.

Preferred Knowledge, Skills and Abilities:

Considerable knowledge; of BOCA and the ICC Building, Plumbing, Mechanical, Energy Codes, International Residential Code, the National Electrical Code, Maryland State ADA Codes, Maryland State Rehabilitation Code.

Considerable knowledge of the City's zoning, and occupational ordinances and regulations.

Considerable knowledge of the methods, materials and techniques involved in all types of building construction, repair and alteration and the ability to recognize improper trade practices which result in faulty, sub-standard or hazardous conditions.

Ability to properly interpret codes and ordinances in relation to field conditions.

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CONSTRUCTION CODES INSPECTOR II
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Ability to read and interpret all types of blueprints, construction documents, working diagrams and specifications quickly and accurately, and to compare specifications with construction in progress.

Ability to establish and maintain effective working relations with building owners, contractors, residents and co-workers.

Ability to communicate effectively and concisely, both orally and in writing.

Ability to operate computer systems and access databases.

Ability to convey accurate explanations of various codes, ordinances, regulations and the reasons therefore.

Ability to work with and train co-workers effectively, playing an active part in a team environment.

Ability to work effectively as a team participant.

Revised: 9/04

CITY OF ROCKVILLE CONSTRUCTION INSPECTOR II

CHARACTERISTICS OF CLASS:

The Construction Inspector II performs difficult technical and intermediate administrative work involved in inspecting, managing and assuring the quality of a wide variety of Public Works related projects; including sediment control, landscaping, grading, concrete and asphalt work, construction, water, sewer and storm drain installation, and storm water management related construction. Under the general direction of the Chief, Contract Management Division and the Senior Construction Inspector the incumbent ensures that work and operations are performed in compliance with all applicable codes, specifications and regulations and the work has meaningful impact on the organization. Contact is required within the organization and with the general public, contractors, developers, builders, public utilities and public agencies for the purpose of exchanging information to carry out organization programs and to explain specialized matters. The physical demands are moderate and the working conditions can be somewhat unpleasant due to exposure to disagreeable elements.

EXPECTATIONS OF ALL CITY EMPLOYEES:

- Learn and demonstrate an understanding of City, department, division and team goals.
- Serve and meet the needs of customers during routine or emergency situations.
- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.
- Ability to assess his/her work performance or the work performance of the team.
- Plan and organize his/her work, time and resources, and if applicable that of subordinates.
- Contribute to the development of others and/or the working unit or overall organization.
- Produce desired work outcomes including quality, quantity and timeliness.
- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.
- Understand and value differences in employees and value input from others.
- Consistently report to work and work assignments prepared and on schedule.
- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

EXAMPLES OF DUTIES:

Inspects, observes and documents the construction of water, sewer and storm drain mains and appurtenances, including backfill, compaction and restoration of the trench and roadway and ensures compliance with all applicable local, state and federal laws, codes and regulations.

Inspects sediment control devices for compliance with applicable laws and for proper installation and function, directing corrective action as necessary and coordination with the Maryland Dept. of the Environment for compliance with State law.

Inspects landscaping and tree installations and ensures compliance with related local and state laws and coordination with the City Forester on all Public Works related construction activity.

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CONSTRUCTION INSPECTOR II
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Confirms and ensures compaction requirements of soils, asphalt, concrete and other back-fill related materials.

Develops quantity take-off estimates and construction cost estimates on all public works related construction projects.

Checks grades and elevations on all construction related work and the sound use of land-survey related work and equipment.

Determines that all applicable construction related permits and bonds are obtained and that all related work is in compliance with the terms of the related permits before release.

Documents all construction related activities in written and visual formats, including maintaining files for daily diary and/or daily written construction reports, photography and video.

Determines reasonableness and accuracy of construction related change orders and modifications to construction contracts, including computation of cost and schedule impacts.

May be responsible for the preparation of construction related drawings and as-built sketches and may make all related calculations and measurements.

Observes all construction related activity for compliance with Traffic Control issues and resolve conflicts as needed.

Observes safety issues and works with MOSH inspectors to resolve related safety issues.

Investigates and resolves conflicts on construction related activity with the general public, contractors, developers, private property owners and all related stake holders.

Performs other duties as required.

MINIMUM REQUIREMENTS:

Training and Experience:

Any combination of training and experience substantially equivalent to graduation from high school and a minimum of five years technical engineering experience as a construction inspector. Must have NICET certification or an equivalent certification as determined by the City. Must have the Maryland Department of the Environment designation as a “responsible person” for erosion and sediment control and in water sampling. Possession of an appropriate drivers license valid in the state of Maryland.

Knowledge, Skills and Abilities:

Working knowledge of the methods, materials and techniques of Public Works construction, including safe work practices.

Working knowledge of quality control and quality assurance in construction and the ability to resolve conflicts and achieve compliance.

Working knowledge of typical contracts and specifications used in public works

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CONSTRUCTION INSPECTOR II
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construction, including local, state, regional and federal laws and regulations.

Knowledge of computers and job related software, including the ability to create and maintain computer files and documents.

May require knowledge of methods, nomenclature and practice of engineering drafting and use of drafting instruments.

Working knowledge of property records and plats.

Working knowledge of land surveying instruments and practices, including the ability to read grades and elevations.

Ability to interpret construction plans and specifications and to compare them with work in progress.

Ability to deal firmly, fairly and tactfully with contractors, workers, property owners, the general public contacted during the course of work, sometimes under contentious circumstances.

Ability to make engineering calculations rapidly and accurately.

Ability to understand and work from both oral and written instructions and directions and the ability to communicate clearly with others.

Ability to establish and maintain effective working relationships with other employees and with those contacted during the course of the work.

Ability to work outdoors on construction sites where employees are exposed to the elements, equipment noise, dust and dirt, cold, heat and noxious odors from hot asphalt and other construction materials and processes. Employees are also exposed to some risks which require the use of safety shoes, hard hats, safety glasses or ear plugs. The work requires some physical effort such as walking over uneven surfaces, bending, crouching, stooping and occasional lifting of objects up to 50 lbs.

Created: April, 2008

CITY OF ROCKVILLE DEPUTY CITY CLERK

CHARACTERISTICS OF CLASS:

The Deputy City Clerk performs difficult paraprofessional and intermediate administrative work to assist the City Clerk's Office to accomplish its goals and objectives. The work requires a proactive approach with contacts made within and outside the City government at all levels, requiring cooperation, explanation and persuasion. The work requires limited physical effort and may have considerable mental effort and stress involved due to meeting deadlines and administrative demands. The incumbent's work is subject to general policy direction, practices and procedures covered by precedents and general supervisory review. The work itself has meaningful impact with moderate and sometimes serious consequences to the overall function of the area of assignment.

EXPECTATIONS OF ALL CITY EMPLOYEES:

- Learn and demonstrate an understanding of City, department, division and team goals.

- Serve and meet the needs of customers during routine or emergency situations.

- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.

- Ability to assess his/her work performance or the work performance of the team.

- Plan and organize his/her work, time and resources, and if applicable that of subordinates.

- Contribute to the development of others and/or the working unit or overall organization.

- Produce desired work outcomes including quality, quantity and timeliness.

- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.

- Understand and value differences in employees and value input from others.

- Consistently report to work and work assignments prepared and on schedule.

- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

EXAMPLES OF DUTIES:

- Provides administrative support to the City Clerk, and serves as City Clerk in the absence of the City Clerk.

- Prepares, transcribes and types correspondence, memoranda, etc., for the City Clerk and Mayor and Council as necessary.

- Prepares resolutions and ordinances for submission to the Mayor and Council.

- Reviews brief book materials for accuracy and completeness prior to copying, assembling, and distributing brief books for Mayor and Council meetings.

- Prepares agenda sheets, proclamations and other materials for Mayor and Council brief books.

**CITY OF ROCKVILLE
DEPUTY CITY CLERK
PAGE TWO**

Researches and gathers information and prepares responses for the Mayor's signature to the Board of License Commissioners (Alcoholic Beverages) in response to liquor license applications submitted by the Board to the City for review and feedback.

Maintains and updates the Charter and Laws of Rockville as amended or adopted and disseminates all information on them.

Maintains up-to-date files on all official actions taken by the Mayor and Council and records that information with the proper state or federal agency according to statutory requirements.

Manages zoning applications, including publicizing hearings, arranging for notification, transcripts and records, documents all actions taken that pertain to said applications and maintains the official administrative record of the proceedings.

Prepares text for various hearing notices.

Answers and screens telephone calls and, as required answers questions, takes messages or redirects calls.

Schedules meetings and appointments, and makes all arrangements for such meetings.

Maintains specialized files/record keeping systems, references, and logs as necessary.

Maintains minutes indexing software.

Prepares purchase orders and check requests for the purchase of equipment, publications, dues, etc. in accordance with invoices submitted for same.

Conducts file searches and research as directed.

Ensures confidentiality of records and correspondence.

Maintains and monitors record, developing systems and modifications as deemed necessary.

Performs all tasks in a safe manner.

Performs other duties and tasks as directed.

Maintains the confidentiality of the office at all times.

QUALIFICATIONS:

Minimum Training and Experience:

Any combination of training and experience substantially equivalent to graduation from high school supplemented by college level and/or business courses in typing, shorthand, office management, etc. Strong background in English grammar, punctuation and vocabulary, and 4 years of progressively responsible secretarial and para-professional experience including administrative responsibilities in a legal office is required.

Must be able to type a minimum of 70 words per minute.

DEPUTY CITY CLERK
PAGE 3

**CITY OF ROCKVILLE
DEPUTY CITY CLERK
PAGE THREE**

Preferred Knowledge, Skills & Abilities:

Thorough knowledge of, and highly skilled in, all phases of secretarial and administrative duties as well as office procedures.

Advanced word processing skills.

General knowledge of municipal organization.

General knowledge of legal terminology.

Ability to perform work in a highly accurate manner, under pressure, with minimum amount of supervision.

Revised: 9/04

CITY OF ROCKVILLE FACILITIES MAINTENANCE SPECIALIST

CHARACTERISTICS OF CLASS:

The Facilities Maintenance Specialist performs difficult paraprofessional and administrative work in the Parks and Facilities Maintenance Division. The work requires planning, coordinating, and directing the management of the Rockville Town Center garages and adjoining city properties and interests, including contract and in-house maintenance services. At the direction of the Facilities Property Manager, the incumbent develops and oversees maintenance service contracts and performs field inspections to ensure compliance with contract specifications. The work also entails oversight of the maintenance of the Town Square Plaza, public elevator maintenance and response, and operations to interactive fountains. The incumbent is responsible for developing and managing maintenance operating and CIP budgets. The position also assists the Police department in timely response to vandalism, damage, and incidents. The physical demands are moderate and involve working outdoors in various weather conditions. There is considerable mental effort and stress handling multiple projects concurrently and adhering to schedules and deadlines. The work and services provided affect individual customers, residents, etc., and has a meaningful impact within the service area. The work is subject to general policy direction, practices, and procedures covered by precedents and general supervisory review. The weekly schedule will involve regular weekend and evening work.

EXPECTATIONS OF ALL CITY EMPLOYEES:

- Learn and demonstrate an understanding of City, department, division and team goals.

- Serve and meet the needs of customers.

- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.

- Ability to assess his/her work performance or the work performance of the team.

- Plan and organize his/her work, time and resources, and if applicable that of subordinates.

- Contribute to the development of others and/or the working unit or overall organization.

- Produce desired work outcomes including quality, quantity and timeliness.

- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.

- Understand and value differences in employees and value input from others.

- Consistently report to work and work assignments prepared and on schedule.

- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

CITY OF ROCKVILLE
FACILITIES MAINTENANCE SPECIALIST
PAGE TWO

EXAMPLES OF DUTIES:

Oversees the garage parking/maintenance contractor, which is responsible for cleaning, signage, parking guidance, routine maintenance, and customer service.

Oversees operations of multi-space meters-software and hardware and manages maintenance contracts.

Oversees all garage security systems, and contracts for cameras, alarms, and related devices.

Oversees maintenance of alarm and fire suppression systems to ensure that monthly servicing and annual testing is performed and in compliance with State and local regulations.

Acts as liaison to the City with other entities involved with the Town Center District: Federal Realty Investment Trust (FRIT), condo associations for the various blocks involved, retail businesses, Montgomery County Library and grocery store parking and garage issues.

Monitors and maintains proper operation of parking guidance systems (“Signal Park”) for each garage and handles the maintenance contracts for both hardware and software components.

Monitors garage, stairwell, and elevator electrical and lighting operations to ensure safe conditions and proper lighting quality, and interfaces with lighting contractors for timely repairs and replacement.

Monitors conditions of public elevators and escalator for safe and proper operation, notifies elevator service contractor and other involved entities as to current conditions and needed corrections, and oversees timeliness and success of repairs, emergency response and monthly maintenance.

Works with City Police on safety, incident, and security events within the garages and surrounding Town Center area.

Develops and manages garage maintenance operating and CIP budgets.

Monitors garage physical conditions for needed repairs and correction of defects and/or damage, and directs work of contractors to correct problems and oversees other construction projects.

Develops drawings and sketches for Town Center garage improvement projects. Interfaces with other Town Center entities: FRIT, Condo Associations, County Library, grocery store, and retail businesses for garage-related issues and concerns.

Oversees parking contractor’s management of monthly employee parking permits.

Oversees contract for maintenance of Town Square Plaza and other common areas.

Evaluates and inspects the performance of contractors and ensures that all specifications are met in a satisfactory manner.

Reviews all invoices pertaining to contracts and processes payments as specified in the contracts.

Reviews utility bills and processes for payment.

CITY OF ROCKVILLE
FACILITIES MAINTENANCE SPECIALIST
PAGE THREE

EXAMPLES OF DUTIES (continued):

Responsible for keeping elevators in compliance with State regulations including annual testing and applications for annual re-certification as well as contracts with 24-hour monitoring company for emergency call notification and response proper operation and protocol.

Oversees maintenance of Town Center core by City staff and contractors (weekends).

Monitors, maintains, repairs and coordinates with contractors for proper operation of Town Center fountains.

Performs minor garage maintenance and repairs, as necessary.

Coordinates with other City departments and divisions regarding maintenance contract services.

Investigates and ensures satisfactory resolution of citizen complaints, including citizen service requests (CSRs).

Assists with citywide special events, and assists the Parks Management Team with special projects.

Prepares reports, writes memos, evaluates performance, and processes service requests.

Performs other duties as required.

QUALIFICATIONS:

Required Training and Experience:

Any combination of training and experience substantially equivalent to an AA degree in contract management, facilities management or related field, and four years of working experience that would provide the skill necessary for parking management operations. Some experience developing and managing a multi-garage operating budget is preferred. A working knowledge of word processing, Internet research, Microsoft Word and Excel is required. Possession of an appropriate driver's license valid in the State of Maryland.

Preferred Knowledge, Skills and Abilities:

Knowledge of parks and facilities management, maintenance procedures, procurement, and contracting principles.

Knowledge of or ability to rapidly acquire knowledge of City government procedures and of the relationships between various City departments.

Knowledge of and skill in the use of office equipment including and Microsoft Word, and Excel software.

Ability to plan, organize, and effectively direct the work of a variety of contractors.

Ability to use the Hansen Work Order System.

Ability to use the Advantage Financial System.

**CITY OF ROCKVILLE
FACILITIES MAINTENANCE SPECIALIST
PAGE FOUR**

Ability to communicate clearly and concisely both orally and in writing.

Ability to make decisions recognizing established precedents and practices; and to use resourcefulness and tact in solving problems.

Ability to establish and maintain effective and harmonious working relations with associates and persons contacted in the course of the job.

Ability to perform duties with minimum supervision and to demonstrate independent, self-starting capabilities.

Ability to read and understand site plans and blueprints.

FLSA Status: Exempt

Created: 3/08

CITY OF ROCKVILLE FIRE CODES INSPECTOR II

CHARACTERISTICS OF CLASS:

The Fire Codes Inspector performs difficult technical and intermediate administrative work using an influential approach in securing and maintaining compliance with ordinances and regulations relating to fire and life safety in new construction and certain existing buildings such as renovated structures and/or licensed facilities within the City. The physical demands are light and the working conditions can be somewhat disagreeable. The incumbent's work has meaningful impact on specific cases and the work is done under general managerial direction.

EXPECTATIONS OF ALL CITY EMPLOYEES:

- Learn and demonstrate an understanding of City, department, division and team goals.
- Serve and meet the needs of customers during routine or emergency situations.
- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.
- Ability to assess his/her work performance or the work performance of the team.
- Plan and organize his/her work, time and resources, and if applicable that of subordinates.
- Contribute to the development of others and/or the working unit or overall organization.
- Produce desired work outcomes including quality, quantity and timeliness.
- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.
- Understand and value differences in employees and value input from others.
- Consistently report to work and work assignments prepared and on schedule.
- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

EXAMPLES OF DUTIES:

Conducts independent field inspections, explains and interprets codes, attempts to obtain voluntary compliance, writes reports, correspondence and notices, gathers evidence, prepares cases and testifies in court.

Makes life safety inspections and tests of fire protection systems in new construction, renovations and certain existing buildings, such as licensed facilities (nursing centers, group homes, day care, etc.). Conducts on-site inspections, mostly required by law, to ensure compliance with applicable codes and standards. Inspects and tests fire protection systems to ensure proper installation and verification of performance requirements.

Attends meetings, provides consultation and teleconferencing, daily to public and private businesses, to other Government agencies, contractors and architects for the purpose of resolving fire safety issues, scheduling inspections, and providing instruction required to facilitate code conformance.

Serves notice to affected parties, responsible parties, and other regulatory agencies, such as Health Department, Child Care Administration to complete their respective permit/license process-reports.

CITY OF ROCKVILLE
FIRE CODES INSPECTOR II
PAGE TWO

Prepares correspondence and keeps records related to inspections and tests conducted, and sometimes required by law.

Maintains accurate inspection and permit records in the permit database.

Responds to code enforcement issues which may arise through a complaint from the public or another agency or may be the result of an unforeseen situation. Determines immediately whether life safety and/or the preservation of property is affected. Enforces codes and regulations based on the severity and nature of the issue and handles on a case by case basis, which sometimes requires the Fire Inspector to initiate legal intervention which can result in civil or criminal proceedings.

Meets with and assists Fire Department operations personnel for the purpose of providing instruction, guidance and/or resolution regarding fire safety code issues which may have been discovered during routine or emergency Fire Department activities. Provides intervention required as determined by the complexity of certain code issues and/or the inability of the local Fire Department to address an issue due to lack of resources or the unpredictable schedule of emergency services.

Performs other duties as required.

QUALIFICATIONS:

Required Training and Experience:

Any combination of training and experience substantially equivalent to an Associate of Arts Degree in Fire Protection, Fire Science or related field and three years experience in fire inspection, fire protection, systems inspections or related experience. One year's experience as a City of Rockville Fire Inspector I. Possession of an appropriate driver's license valid in the State of Maryland. Must possess nationally recognized Fire Inspector III certification.

Preferred Knowledge, Skills and Abilities:

Knowledge of and ability to interpret State and local fire and life safety codes and ordinances.

Skill in time management and operation of equipment necessary to do the job.

Skill in the use of Pitot tube and gauges, calculation and graphing of fire flow results.

Ability to read and comprehend plans for fire protection systems.

Ability to perform code-related research.

Skill in courtroom demeanor, communication and listening; skill and ability to differentiate facts from opinions.

Ability to supervise performance of acceptance tests.

Ability to make calculations for egress requirements.

Ability to read basic floor plan or shop drawings and identify symbols used by the jurisdiction.

Ability to compose legally adoptable language.

Revised: 9/04

CITY OF ROCKVILLE FLEET MAINTENANCE SUPERVISOR

CHARACTERISTICS OF CLASS:

The Fleet Maintenance Supervisor performs difficult technical and responsible administrative work in scheduling, directing and coordinating Motor Vehicle Maintenance Division activities including supervising skilled and semi-skilled employees engaged in the service, preventative maintenance and repair of a variety of light to heavy motorized equipment. The exercise of independent judgement and decision making within the City's established policies and procedures is necessary to accomplish the tasks. The incumbent has both inside and outside contacts to carry out division programs such as purchasing parts for vehicles/equipment, identifying and tracking vendor performance and scheduling service on City vehicles. The work involves light physical effort and may involve work in difficult positions. The incumbent is exposed to some disagreeable elements and considerable mental effort and stress from ensuring timeliness of repairs and equipment preparation, safety, quality of work and appropriate credit for warranty repairs. The work is subject to general policy direction, practices and procedures covered by precedents and is reviewed by the Fleet Manager generally through weekly conferences, reports, and work order status reports.

EXPECTATIONS OF ALL CITY EMPLOYEES:

Learn and demonstrate an understanding of City, department, division and team goals.

Serve and meet the needs of customers during routine or emergency situations.

Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.

Ability to assess his/her work performance or the work performance of the team.

Plan and organize his/her work, time and resources, and if applicable that of subordinates.

Contribute to the development of others and/or the working unit or overall organization.

Produce desired work outcomes including quality, quantity and timeliness.

Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.

Understand and value differences in employees and value input from others.

Consistently report to work and work assignments prepared and on schedule.

Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

EXAMPLES OF DUTIES:

Supervises all facets of automotive repair and preventive maintenance, emission testing, warranty work, fabrication requests, contractual work, seasonal preparation, State preventive maintenance (PM) inspections, radio installation, and in-house personnel training for either heavy duty vehicles and equipment, automobiles and light trucks or other construction equipment.

Plans, schedules and supervises all Fleet Mechanics and the Fleet Service Mechanic on a staggered shift.

Plans for and implements scheduled and unscheduled repair of multiples of equipment/vehicles, coordinating them with Fleet Mechanics and factory representatives to assure the most efficient and cost effective solution.

**CITY OF ROCKVILLE
FLEET MAINTENANCE SUPERVISOR
PAGE TWO**

Schedules transfer of replacement vehicles/equipment, and coordinates required actions with various other staff.

Gives daily assignments, written and verbal, to staff members; oversees job assignments, periodically inspects repair work both in progress and upon completion.

Performs road tests; interviews drivers and screens driver reports.

Orders vehicle parts, service equipment and shop supplies. Selects outside vendors for services.

Performs daily shop safety inspections; ensures that proper work procedures are followed; instructs drivers in the proper operation of vehicles and equipment.

Inspects newly purchased vehicles to ensure they comply to purchase specifications.

Maintains a variety of reports including but not limited to: work order records of repair and maintenance work, parts, contractual services, damage and abuse reports, warranty reports, work assignment and work time, work orders processed, and downtime and follow-up reports; and forwards them to the Fleet Records Technician for data input and tracking.

Maintains daily shop log, updates oil analysis book, records price comparison history and conducts price comparison research.

Checks equipment to ensure proper function and recommends replacement and acquisition of shop tools and machinery.

Updates training of all staff by maintaining a shop technical library.

Performs failure analysis on automotive parts and handles all factory recalls and warranty claims; may perform some minor repairs on occasion.

Performs other duties as required.

QUALIFICATIONS:

Required Training and Experience:

Any combination of training and experience substantially equivalent to an Associate of Arts degree in Automotive Technology plus three years experience in the area of automotive or heavy truck repair supervision. Must have or be able to obtain within 30 days a commercial drivers license.

Preferred Knowledge, Skills and Abilities:

Thorough knowledge of the standard practices/tools of the automotive trade.

Thorough knowledge of the use and maintenance of tools/equipment including electronic diagnostic and testing equipment in the automotive and heavy truck maintenance field.

Thorough knowledge of the occupational hazards and safety precautions of the automotive mechanics trade.

Thorough knowledge of basic supervisory and leadership principles.

Ability to plan work load and resolve work issues and motivate skilled and semi-skilled labor.

Ability to handle driver complaints.

Revised: 9/04

CITY OF ROCKVILLE NETWORK AND PC SUPPORT SPECIALIST I

CHARACTERISTICS OF CLASS:

The Network and PC Support Specialist I performs difficult technical and intermediate administrative work involved in the installation, configuration, and maintenance of the City's Wide Area Network, assisting with the Local Area Network and configuring and repairing PC's. The work requires a reactive and sometimes proactive approach when providing user assistance and network maintenance. There are moderate physical demands, occasionally working in difficult work positions and there is considerable mental effort and stress involved in solving network problems. The work is performed under general direction and contributes to the efficient electronic communications between work sites critical to the effective management of day to day City operations.

EXPECTATIONS OF ALL CITY EMPLOYEES:

- Learn and demonstrate an understanding of City, department, division and team goals.

- Serve and meet the needs of customers.

- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.

- Ability to assess his/her work performance or the work performance of the team.

- Plan and organize his/her work, time and resources, and if applicable that of subordinates.

- Contribute to the development of others and/or the working unit or overall organization.

- Produce desired work outcomes including quality, quantity and timeliness.

- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.

- Understand and value differences in employees and value input from others.

- Consistently report to work and work assignments prepared and on schedule.

- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

EXAMPLES OF DUTIES:

- Maintains, troubleshoots and repairs PC hardware, software and network connections.

- Installs and configures PC software, network connections and hardware including printers, handheld devices, laptops, and mobile units.

- Installs, maintains, troubleshoots and repairs network hardware and software including hubs, routers, CSU/DSU's, modems, cabling and wireless technology.

- Installs and maintains E-Mail components, including servers, software and internet gateways.

- Diagnoses and repairs computer viruses; applies monthly updates to the anti-virus signature files for all servers and PC's.

CITY OF ROCKVILLE
NETWORK AND PC SUPPORT SPECIALIST I
Page Two

Keeps abreast of developments in the PC/networking field and advises IT staff and other City personnel on the most cost effective hardware/software configurations to satisfy needs.

Assists in selecting, evaluating and purchasing software and hardware products, peripherals and accessories.

Assists departments with planning, selecting, and installing PC equipment, related peripherals and accessories.

Configures and maintains automated software distribution process.

Plans, evaluates, purchases, configures, and maintains City's computer disk imaging software.

Maintains the City's Internet firewall including monitoring logfiles, creating rules and route statements, setting up and testing of Virtual Private Network, managing FTP access, and maintaining network security.

Assists in administering the City's Novell networks.

Administers user accounts for Lotus Notes, I-Rock, Rocknet, and Novell including password management, monitoring systems, applying software patches, upgrading, repairing, backing up and viewing log files.

Creates, monitors, and updates help desk tickets.

Provides coverage for help desk as needed.

Sets up and maintains network printers.

Performs other duties as required.

QUALIFICATIONS:

Required Training and Experience:

Any combination of training and experience substantially equivalent to an Associate of Arts Degree in computer science, information systems or related course of study and two years experience in a position providing PC and network support in a LAN (local area network) WAN (wide area network) environment. Must have appropriate driver's license valid in the State of Maryland. Certifications desired include one or more of the following: A+ certification, Microsoft Certified Professional (MCP) and Certified Netware Administrator (CNA).

Preferred Knowledge, Skills and Abilities:

Knowledge of PC systems, their components and common software packages used by the City.

Good customer service skills.

Skill in diagnosing and correcting hardware and software problems.

Skill in oral and written communication.

Skill in being detail oriented.

Ability to configure and maintain hubs, routers, CSU/DSU's, modems, cabling, and wireless technology.

Ability to analyze and resolve network performance problems.

CITY OF ROCKVILLE
NETWORK AND PC SUPPORT SPECIALIST I
Page Three

Ability to work independently, plan and logically organize.

Ability to work as part of a team.

Ability to administer Novell networks.

Ability to administer firewall and security systems.

(Employees who have completed their initial probationary period and who have received at least one of the following certifications: MCSE, CNE, or CCNA, will move to the Network and PC Support Specialist II position in the pay period immediately following receipt of proof of certification by the Personnel Department.)

Revised: 9/04

CITY OF ROCKVILLE
PARKS & FACILITIES DEVELOPMENT SPECIALIST

CHARACTERISTICS OF CLASS:

The Parks and Facilities Development Specialist performs difficult technical and responsible administrative work in developing and inspecting municipal construction projects. The incumbent participates in development and ensures compliance with appropriate ordinances, and regulations, and approved specifications and time schedules involved in the construction of or the renovation to municipal buildings, building systems, parks and environmental areas, park equipment, ballfields, asphalt/concrete areas, park bridges and other projects with meaningful impact. There are light physical demands and the working conditions are somewhat disagreeable due to exposure to the elements and dealing with the public and contractors. The incumbent works under the direction of the Parks and Facilities Development Manager.

EXPECTATIONS OF ALL CITY EMPLOYEES:

- Learn and demonstrate an understanding of City, department, division and team goals.
- Serve and meet the needs of customers.
- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.
- Ability to assess his/her work performance or the work performance of the team.
- Plan and organize his/her work, time and resources, and if applicable that of subordinates.
- Contribute to the development of others and/or the working unit or overall organization.
- Produce desired work outcomes including quality, quantity and timeliness.
- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.
- Understand and value differences in employees and value input from others.
- Consistently report to work and work assignments prepared and on schedule.
- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

EXAMPLES OF DUTIES:

Verifies compliance with approved plans and specifications, and time schedules, including construction of or renovation to municipal buildings; building systems (roofing, HVAC, electrical, mechanical, fire alarm, etc) parks and environmental areas, park equipment, ballfields, asphalt/concrete areas (hard-surface courts, pathways, parking lots, etc.), park bridges, and other miscellaneous projects.

Assists in the development phase of projects, meeting with architects, developers and key personnel to avoid potential problems and ensure practicality, and positive aesthetics as well as code compliance.

Aids in coordination of plan reviews with other agencies, and in obtaining permit approvals.

CITY OF ROCKVILLE
PARKS AND FACILITIES DEVELOPMENT SPECIALIST
PAGE 2

Performs plans review work to verify compliance with project objectives, specifications, and with applicable codes.

Makes field inspections independently as well as with other inspector and the supervisor to ensure quality control standards for construction methods, building materials, job-site safety, and environmental protection.

Explains and interprets plans and specification and provides instructions and directives to contractors as necessary and appropriate.

Confers with and advises contractors, owners, architects and the general public regarding project specifications, code requirements and solutions to problems.

Ensures that construction contractors and sub-contractors obtain all necessary approvals and permits prior to commencing work.

Completes daily and weekly reports for each job inspected, compiles records of materials, and monitors contract accounts for payments to contractors; makes final inspections.

Monitors collection of material field samples and soil borings, and the standardized tests thereon.

Investigates and resolves complaints by property owners related to parks and facilities development projects.

Aids in the identification and assessment of future projects, and develops cost estimates.

Appears in court if necessary and produces documents and testimony to have legal action taken against contractors in an attempt to gain compliance, resolve disputes, etc.

Participates with other Recreation and Parks staff during Hometown Holidays and other special events as necessary.

Performs related work and special projects as assigned.

QUALIFICATIONS:

Required Training and Experience:

Any combination of training and experience equivalent to graduation from high school and at least five years experience in recreation and parks development projects, construction inspections, construction trades or related fields and some plans review experience. Possession of an appropriate driver's license valid in the State of Maryland.

Preferred Knowledge, Skills and Abilities:

Thorough knowledge of quality construction methods and practices for all types of projects.

Considerable knowledge of the methods, materials, and techniques involved in all types of building construction, alteration, and repair.

Considerable knowledge of BOCA National Building, Plumbing, Mechanical, and Energy Codes, CABO and the National Electrical Code.

Skill in effective and concise oral and written communication.

CITY OF ROCKVILLE
PARKS AND FACILITIES DEVELOPMENT SPECIALIST
PAGE 3

Ability to interpret the above mentioned codes and ordinances in relation to field conditions.

Ability to read and interpret all types of blueprints, working diagrams, and specifications quickly and accurately, and to compare specifications with construction in progress.

Ability to deal firmly but fairly and tactfully and to remain calm while dealing with builders, contractors, and the general public.

Ability to establish and maintain effective working relations.

Ability to convey accurate explanations and purposes of various codes, ordinances and regulations.

Revised: 9/04

CITY OF ROCKVILLE
PERMIT SOFTWARE SUPPORT SPECIALIST

CHARACTERISTICS OF CLASS:

The Permit Software Support Specialist performs intermediate technical and administrative work in the Inspection Services Division of the Community Planning and Development Service Department. The work requires considerable experience to train Permit Plan users in the City, troubleshoot and coordinate the repair of equipment and resolve software/hardware problems with the Information and Technology Department. The work requires proactive approach with outside and inside contacts to carry out organization programs and to explain specialized matters or occasional contact with officials at higher levels on matters requiring cooperation, explanation and persuasion. Physical demands are limited and the job requires considerable mental effort and stress. The work is broad by nature and scope, is subject to functional policies and goals under general managerial direction.

EXPECTATIONS OF ALL CITY EMPLOYEES:

- Learn and demonstrate an understanding of City, department, division and team goals.
- Serve and meet the needs of customers.
- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.
- Ability to assess his/her work performance or the work performance of the team.
- Plan and organize his/her work, time and resources, and if applicable that of subordinates.
- Contribute to the development of others and/or the working unit or overall organization.
- Produce desired work outcomes including quality, quantity and timeliness.
- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.
- Understand and value differences in employees and value input from others.
- Consistently report to work and work assignments prepared and on schedule.
- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

EXAMPLES OF DUTIES:

Performs Systems Administrator function of Permit *Plan applications for all end-users, and serves as liaison between Permit*Plan users and the Information and Technology Department.

Evaluates, advises and provides consultation for new Permit*Plan case design.

Designs, updates and coordinates the implementation of new case types and reports, and modifies existing case types and reports, using Case Designer and Crystal Reports software.

Maintains security information on Permit*Plan end users and adds, modifies, and deletes users in Permit*Plan.

Performs training and support for Permit*Plan applications, and trains new users in the use of the Permit*Plan system.

CITY OF ROCKVILLE
PERMIT SOFTWARE SUPPORT SPECIALIST
PAGE TWO

Establishes work priorities and office procedures and coordinates efforts to ensure workflow throughout the division and to meet deadlines.

Coordinates various departmental activities between the department head various divisions of the department.

Sets up and ensures maintenance of specialized files/record keeping systems.

Maintain and oversees division budget accounting lines, prepares and tracks purchase requisitions, purchase orders, RCD's, petty cash disbursement.

Assists in preparation of division budget.

Ensures confidentiality of records and correspondence and maintains filing system for permits, property records, and personnel information.

Performs a variety of research activities with minimal supervision.

May prepare text, letters, memos, report, etc. and conducts file searches for clients both inside and outside the organization.

May perform and coordinate a variety of routine and unusual division and Department services and projects as required.

Plan, coordinates and manages meetings for staff, citizens, etc., including room reservations, equipment, seating, catering, etc.

Makes travel arrangements and handles conference registrations.

Maintains records of staff certifications and handles registration for certification exams and special seminars and training classes.

Prepares bi-weekly payroll for the division and maintains leave records for division staff members.

May attend meetings of boards and commissions, prepare minutes or meeting notes as required.

QUALIFICATIONS

Require Training and Experience:

Any combination of training and experience substantially equivalent to graduation from a two year accredited college with course work in business administration, computer technical or computer science and two years experience in computer systems support. Some experience in teaching/training and troubleshooting preferred.

Preferred Knowledge, Skills and Abilities:

Knowledge of, or ability to rapidly acquire knowledge of City government procedures, and of the relationships between various city department.

Knowledge of methods, principles and techniques associated with research, data collection and report preparation.

Knowledge of or ability to rapidly acquire knowledge of the city's budget preparation process.

CITY OF ROCKVILLE
PERMIT SOFTWARE SUPPORT SPECIALIST
PAGE THREE

Knowledge of and advance skill in the use of office equipment.

Ability to work with, teach, and support individuals at all levels in training situations and in the work environment.

Ability to work independently plans and logically organizes.

Ability to follow and understand new developments and to be able to explain concepts clearly in writing and orally.

Ability to analyze software and hardware equipment problems and provide solutions so that computer user remains at optimal level.

Ability to establish and maintain effective working relationships with representatives or various government and private organizations, employees and the general public.

Revised: 9/04

CITY OF ROCKVILLE PROGRAM SUPPORT COORDINATOR

CHARACTERISTICS OF CLASS:

The Program Support Coordinator performs difficult paraprofessional and administrative work in the coordination of program support services. The work requires outside and inside contacts to carry out organizational programs on matters requiring cooperation, explanation and persuasion. The physical work is light in nature requiring some mental effort and stress in performance of the duties. The work is performed under general policies, procedures and practices and usually covered by precedents and general supervisory review. The incumbent participates with others in program development, service delivery and supervision of subordinate staff.

EXPECTATIONS OF ALL CITY EMPLOYEES:

- Learn and demonstrate an understanding of City, department, division and team goals.

- Serve and meet the needs of customers during routine or emergency situations.

- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.

- Ability to assess his/her work performance or the work performance of the team.

- Plan and organize his/her work, time and resources, and if applicable that of subordinates.

- Contribute to the development of others and/or the working unit or overall organization.

- Produce desired work outcomes including quality, quantity and timeliness.

- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.

- Understand and value differences in employees and value input from others.

- Consistently report to work and work assignments prepared and on schedule.

- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

EXAMPLES OF DUTIES:

- Performs system administration function of the CLASS registration system for all end-users and serves as liaison between CLASS users and the Department of Information and Technology.

- Remains on call 24/7 to support internal and external users.

- Manages customer service for account holders, including responding to all of the public's questions related to accessing family accounts and individual ID's.

- Oversees and manages exporting information for the Recreation and Parks Guide brochure, monthly recordings, all system reports and security levels.

- Receives, investigates and, when possible, resolves or refers complaints and inquiries from customers.

- Monitors the processing of Citizen Service Requests.

- Serves as a staff liaison with City employees, other agencies, private groups and community organizations.

CITY OF ROCKVILLE
PROGRAM SUPPORT COORDINATOR
PAGE TWO

- May prepare a division budget.
- Ensures confidentiality of records and correspondence.
- Performs a variety of research and analysis activities with minimal supervision
- May prepare text, letters, memos, reports etc and conducts files searches.
- May assist and coordinate in a variety of special events, special projects for the Division, Department and City.
- May perform and coordinate a variety of routine and unusual Department services and projects as required.
- Plans, coordinates and manages meetings for staff, citizens, etc. including room reservations, equipment seating, catering, etc.
- May attend meetings as designated by other Department staff.
- Prepares the bi-weekly payroll for the Department
- Supervises and coordinates the work of lower level employees, high school students fulfilling community service hours, temporary employees, volunteers, etc. performing a variety of clerical, administrative, secretarial, bookkeeping, etc. work.
- Establishes work priorities and office procedures and coordinates efforts to ensure workflow throughout the Department and to meet deadlines.
- Conducts monthly staff meetings with subordinates, addressing training issues and setting customer service priorities.
- May oversee and review a variety of Department accounts, agreements etc.
- Trains department staff on advance word processing and data processing equipment.
- Serves as liaison to various committees, task forces, work groups etc.
- Performs advanced clerical duties utilizing word processing and data processing equipment.
- Screens incoming calls, correspondence and visitors answering questions and. or routing them as appropriate.
- Sets up and maintains specialized files/record keeping systems.
- Performs a variety of administrative support functions such as planning agendas, gathering materials, taking minutes for various boards and commissions.
- Makes arrangements for local and out of town travel for seminars and conferences as required.
- Performs a variety of other duties as may be required.

QUALIFICATIONS:

Required Training and Experience:

Any combination of training and experience substantially equivalent to an Associate of Arts Degree in Office Management, Business Administration or a closely related field and five years experience in office administration and management, including some experience in program or project management and computer systems.

**CITY OF ROCKVILLE
PROGRAM SUPPORT COORDINATOR
PAGE THREE**

Preferred Knowledge, Skills and Abilities:

Knowledge of, or ability to rapidly acquire knowledge of City government procedures, and of the relationships between various City departments.

Knowledge of methods, principles and techniques associated with research, data collection, and report preparation.

Knowledge of or ability to rapidly acquire knowledge of the City's budget preparation process.

Knowledge of and advanced skill in the use of word processing systems, data based computer programs and web-based registration systems.

Skill in dealing effectively with customers, citizens, etc. at all levels.

Ability to work with, teach and support individuals at all levels.

Ability to draft correspondence on subjects that may be of a sensitive nature.

Ability to carry out continuing, multiple and varied assignments requiring exceptional organizational skills, with limited supervision.

Ability to establish and maintain effective working relationships with representatives of various government and private organizations, employees and the general public.

Ability to communicate effectively both orally and in writing.

Ability to supervise and coordinate the work of personnel engaged in a variety of activities.

Revised: 5/07

CITY OF ROCKVILLE PROGRAM SUPPORT COORDINATOR

CHARACTERISTICS OF CLASS:

The Program Support Coordinator performs difficult paraprofessional and responsible administrative work in the coordination of program support services. The work requires outside and inside contacts to carry out organizational programs on matters requiring cooperation, explanation and persuasion. The physical work is light in nature requiring some mental effort and stress in performance of the duties. The administrative work is subject to general instructions and standardized practices and procedures with review of the progress and results. The program work is performed under general policies, procedures and practices and usually covered by precedents and general supervisory review. This class has meaningful impact on the areas of service.

EXPECTATIONS OF ALL CITY EMPLOYEES:

- Learn and demonstrate an understanding of City, department, division and team goals.

- Serve and meet the needs of customers during routine or emergency situations.

- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.

- Ability to assess his/her work performance or the work performance of the team.

- Plan and organize his/her work, time and resources, and if applicable that of subordinates.

- Contribute to the development of others and/or the working unit or overall organization.

- Produce desired work outcomes including quality, quantity and timeliness.

- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.

- Understand and value differences in employees and value input from others.

- Consistently report to work and work assignments prepared and on schedule.

- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

EXAMPLES OF DUTIES:

- Receives, investigates and, when possible, resolves or refers complaints and inquiries from customers.

- Monitors the processing of Citizen Service Requests.

- Serves as a staff liaison with City employees, other agencies, private groups and community organizations.

- May prepare a division budget.

- Ensures confidentiality of records and correspondence.

- Performs a variety of research and analysis activities with minimal supervision

- May prepare text, letters, memos, reports etc and conducts files searches.

- May assist and coordinate in a variety of special events, special projects for the Division, Department and City.

- May perform and coordinate a variety of routine and unusual Department services

CITY OF ROCKVILLE
PROGRAM SUPPORT COORDINATOR
PAGE TWO

and projects as required.

Plans, coordinates and manages meetings for staff, citizens, etc. including room reservations, equipment seating, catering, etc.

May attend meetings as designated by other Department staff.

Prepares the bi-weekly payroll for the Department

Supervises and coordinates the work of lower level employees, high school students fulfilling community service hours, temporary employees, volunteers, etc. performing a variety of clerical, administrative, secretarial, bookkeeping, etc. work.

Establishes work priorities and office procedures and coordinates efforts to ensure workflow throughout the Department and to meet deadlines.

Conducts monthly staff meetings with subordinates, addressing training issues and setting customer service priorities.

May oversee and review a variety of Department accounts, agreements etc.

Trains department staff on advance word processing and data processing equipment.

Serves as liaison to various committees, task forces, work groups etc.

Performs advanced clerical duties utilizing word processing and data processing equipment.

Screens incoming calls, correspond_ance and visitors answering questions and. or routing them as appropriate.

Sets up and maintains specialized files/record keeping systems.

Performs a variety of administrative support functions such as planning agendas, gathering materials, taking minutes for various boards and commissions.

Makes arrangements for local and out of town travel for seminars and conferences as required.

Performs a variety of other duties as may be required.

QUALIFICATIONS:

Required Training and Experience:

Any combination of training and experience substantially equivalent to an Associate of Arts Degree in Office Management, Business Administration or a closely related field and five year of progressively responsible experience in a supervisory capacity in office administration and management, including experience in program or project management.

Preferred Knowledge, Skills and Abilities:

Knowledge of, or ability to rapidly acquire knowledge of City government procedures, and of the relationships between various City departments.

Knowledge of methods, principles and techniques associated with research, data collection, and report preparation.

Knowledge of or ability to rapidly acquire knowledge of the City's budget preparation process.

CITY OF ROCKVILLE
PROGRAM SUPPORT COORDINATOR
PAGE THREE

Knowledge of and advanced skill in the use of office equipment, including word processing and data based computer programs WordPerfect, data bases, Lotus 1-2-3.

Skill in dealing effectively with customers, citizens, etc. at all levels.

Ability to draft correspondence on subjects that may be of a sensitive nature.

Ability to carry out continuing, multiple and varied assignments requiring exceptional organizational skills, with limited supervision.

Ability to establish and maintain effective working relationships with representatives of various government and private organizations, employees and the general public.

Ability to communicate effectively both orally and in writing.

Ability to supervise and coordinate the work of personnel engaged in a variety of activities.

Revised: 9/04

CITY OF ROCKVILLE SANITATION SUPERINTENDENT

CHARACTERISTICS OF CLASS:

The Sanitation Superintendent performs difficult technical and administrative work involved in managing the refuse collection, special collection and recycling programs. The employee is responsible for the development and implementation of all policies and procedures involved in the record keeping, planning, organizing, and scheduling for the division. The work requires outside and inside contacts to carry out division programs. The physical demands are moderate with somewhat disagreeable working conditions when working in the field. The work by nature has a broad scope and is performed under the general managerial review of the Director of Public Works, with considerable opportunity for discretion and independence of action.

EXPECTATIONS OF ALL CITY EMPLOYEES:

- Learn and demonstrate an understanding of City, department, division and team goals.

- Serve and meet the needs of customers during routine or emergency situations.

- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.

- Ability to assess his/her work performance or the work performance of the team.

- Plan and organize his/her work, time and resources, and if applicable that of subordinates.

- Contribute to the development of others and/or the working unit or overall organization.

- Produce desired work outcomes including quality, quantity and timeliness.

- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.

- Understand and value differences in employees and value input from others.

- Consistently report to work and work assignments prepared and on schedule.

- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

EXAMPLES OF DUTIES:

- Plans, organizes, schedules, advises, trains and inspects the work of a number of subordinate supervisors in a wide variety of refuse collection programs, recycling programs and general labor activities.

- Ensures compliance with all State and Federal laws and regulations.

- Determines collection routes and dispatches workers, equipment and materials to various work sites, in accordance with approved programs and activities including City parks receptacles, street containers, dumpsters, and household hazardous waste.

- Ensures there is adequate staff to accomplish division activities.

- Receives work orders and citizen requests for information or service and takes appropriate actions.

- Assumes direct supervision for special projects when necessary.

- Monitors work safely to ensure compliance with Federal, State, local and Department rules, regulations and laws.

**CITY OF ROCKVILLE
SANITATION SUPERINTENDENT
PAGE TWO**

Develops and prepares the Sanitation Division's operating budget and performance measures.

Recommends operational and managerial changes to improve services to citizens.

Prepares reports and memorandums to summarize division operations, to respond to inquiries and to make recommendations.

Designs, approves and inspects special projects, sets quality standards and advises on operational safety measures.

Assists in the investigation of accidents involving refuse employees and equipment.

Performs other duties as required.

QUALIFICATIONS:

Required Trainine and Experience:

Any combination of training and experience substantially equivalent to an Associate of Arts degree in business management or related field and six years experience in the area of refuse collection, recycling or related work, including three years experience in a supervising capacity. Possession of a valid driver's license.

Preferred Knowledge, Skills and Abilities:

Thorough knowledge of the principles involved in the management of municipal refuse collection.

Thorough knowledge of the occupational, public and private hazards and precautions applicable to the refuse collection and recycling field.

Thorough knowledge of the standard practices, materials, tools and equipment used in refuse collection, disposal, recycling, and general labor activities.

Knowledge of the operational capacities and maintenance requirements of a wide variety of refuse equipment.

Ability to plan, organize and effectively supervise, through subordinates, the work of a large group of workers in a manner conducive to full performance, high morale and effective public service.

Ability to gather information and prepare clear and concise reports based on an analysis of data.

Ability to establish and maintain effective working relationships with persons contacted in the course of the work.

Ability to effectively communicate both orally and in writing.

Revised 9/04

CITY OF ROCKVILLE
SPECIAL OPERATIONS SUPERVISOR

CHARACTERISTICS OF CLASS:

The Special Operations Supervisor performs difficult paraprofessional and professional work with responsible administrative duties relating to special events, Courthouse Square and Town Center programs, and various project work requests. The work requires a proactive approach involving contacts with the general public, local business leaders within Town Center, City staff, volunteers, and vendors. The incumbent's work is directed but allows for a great deal of independent judgement and latitude, with moderate impact involved in work requests and serious impact involved in the success of programs and special events. The work requires light to moderate physical demands and may have considerable mental effort and stress involved in meeting the needs and deadlines required as a result of special events. The incumbent reports to the Special Events Coordinator and has supervisory responsibility for the Special Operations Technicians and the Town Center Custodian. Considerable evening, weekend and holiday work is required.

EXPECTATIONS OF ALL CITY EMPLOYEES:

- Learn and demonstrate an understanding of City, department, division and team goals.
- Serve and meet the needs of customers during routine or emergency situations.
- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.
- Ability to assess his/her work performance or the work performance of the team.
- Plan and organize his/her work, time and resources, and if applicable that of subordinates.
- Contribute to the development of others and/or the working unit or overall organization.
- Produce desired work outcomes including quality, quantity and timeliness.
- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.
- Understand and value differences in employees and value input from others.
- Consistently report to work and work assignments prepared and on schedule.
- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

EXAMPLES OF DUTIES:

- Assists in planning, coordinating and implementing specific programs and events, including City-wide special events, Courthouse Square and Town Center programs, and other special activities and functions.

- Coordinates the planning, preparation and implementation of some special events including the Volunteer Appreciation Party, Lioness Club Lights of Love, March of Dimes Walk America, and the Chamber of Commerce Mix and Mingle.

- Coordinates the City's year-round decorating program.

- Coordinates and participates in the physical set up of all special event sites.

CITY OF ROCKVILLE
SPECIAL OPERATIONS SUPERVISOR
PAGE 2

Makes regular and careful inspections of all program facilities and equipment to ensure its proper and safe maintenance.

Responsible for installation and maintenance of the Best Locking System throughout City facilities.

Responds to and completes a wide variety of unique Parks work requests specifically designated by the Director.

Works with Special Events Coordinator on special projects assigned by the Director of Recreation and Parks.

Works directly with the Recreation Program Supervisors in coordinating community events.

Acts as a consultant to outside agencies including local businesses, community groups, and citizens to implement requested projects such as park dedications, community events and other projects that arise throughout the year.

Submits timely pay vouchers, expenditure and revenue information.

Develops annual budget for the Special Operations equipment as well as special events which are under the direct control of this position.

Develops and implements safety and risk management policies and strategies for site preparation which maximize participant safety and minimize potential City liability.

Performs related work as required.

QUALIFICATIONS:

Minimum Training and Experience:

Any combination of training and experience substantially equivalent to graduation from an accredited college or university with major course work in recreation, parks, management, or related field, plus two years of progressively responsible experience in recreation and/or park administration.

Preferred Knowledge, Skills and Abilities:

Knowledge of equipment and site planning necessary for special events.

Ability to communicate clearly and concisely, both orally and in writing..

Ability to work independently with little instruction.

Ability to administer, organize and develop diversified programs within general policy guidelines and budgetary limitations.

Ability to make decisions recognizing established precedents and practices, and to use resourcefulness and tact in meeting new situations.

Ability to establish and maintain effective working relationships with persons and groups interested in recreation, associates, other employees and departments, and the general public.

Revised: 9/04

CITY OF ROCKVILLE TELECOMMUNICATION SYSTEMS ADMINISTRATOR

CHARACTERISTICS OF CLASS:

The Telecommunication Systems Administrator performs intermediate technical and difficult administrative duties involving the City's telephone and voicemail systems, cell phones, pagers, pay phones, fax/modems, and the data-cabling infrastructure. The position requires regular outside contacts and contacts with City staff from all departments to provide telecommunication needs to users as well as coordinating departmental needs. The physical demands are moderate and the work can be somewhat stressful when working under pressure. The position provides 24/7 on-call support to staff and facilities. Participating with others inside and outside the organization, the management of the City's voice communications can have serious operational consequences and all work is performed under the general supervision of the Director of Information & Technology.

EXPECTATIONS OF ALL CITY EMPLOYEES:

- Learn and demonstrate an understanding of City, department, division and team goals.

- Serve and meet the needs of customers during routine or emergency situations.

- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.

- Ability to assess his/her work performance or the work performance of the team.

- Plan and organize his/her work, time and resources, and if applicable that of subordinates.

- Contribute to the development of others and/or the working unit or overall organization.

- Produce desired work outcomes including quality, quantity and timeliness.

- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.

- Understand and value differences in employees and value input from others.

- Consistently report to work and work assignments prepared and on schedule.

- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

EXAMPLES OF DUTIES:

- Manages the Voice Communications Division of the Information & Technology Department.

- Oversees the day-to-day operations of the division budget, accounting, and contract management.

- Provides technical support and repair services to staff for all voice communications equipment and applications, such as telephones, voice mailboxes, cell phones, pagers, fax machines and modems.

CITY OF ROCKVILLE
TELECOMMUNICATION SYSTEMS ADMININSTRATOR
PAGE TWO

Inputs and updates information for phones, configures gateways and gatekeepers and maintains the telephone, voicemail and other data for various servers.

Performs moves, adds, and changes for telephones, voice mailboxes and information lines.

Evaluates needs, advises, and provides consultation to users, divisions, and departments for the optimum usage of all voice communication services and equipment.

Negotiates contracts, reviews and discusses invoices, purchases equipment, and orders installation and repair work to be performed by telecommunication vendors.

Develops RFP's, RFQ's and researches existing contracts with other government entities for purchasing equipment and services.

Reviews proposals and recommends contract awards to voice communications vendors.

Maintains current information within an ACCESS Database on employee's telephone, cell phone, and pager numbers for Employee Directories. Also maintains the records of all City of Rockville telephone numbers, including all special numbers, modems and TTY's.

Maintains the NENA database which provides the correct facility addresses and phone numbers for emergency response/911 services.

Reviews and interprets building blueprints with architects, management and staff for new and renovated facilities. Manages the data/communication wiring projects.

Monitors the cost and usage of all cell phones and pagers.

Monitors and maintains service for the pay phones in all of the City of Rockville parks and facilities.

Reviews and approves all payments to City voice communications vendors.

Process the yearly budget for the operations of the division and manages the division's accounts. Provides data for Performance Measurements.

Performs other duties as required.

QUALIFICATIONS:

Required Training and Experience

Any combination of training and experience substantially equivalent to an Associate of Arts degree in computer technology, telecommunications or related field and two years experience in VOIP, telephone system administrator related experience. . Some administrative experience preferred. CISCO VOIP certification within a reasonable time as determined by the City.

Preferred Knowledge, Skills and Abilities

Knowledge of Cisco AVVID System

Knowledge of Unity Voicemail System

Knowledge of Voice telecommunications applications

Knowledge of the government contract and procurement process

CITY OF ROCKVILLE
TELECOMMUNICATION SYSTEMS ADMININSTRATOR
PAGE THREE

Strong negotiation skills
Strong skills in administration and budget preparation
Ability to establish and maintain effective working relationship with others
Ability to communicate effectively, both orally and in writing
Ability to work effectively under stressful situations and/or deadlines
Ability to work with minimal supervision; to use sound judgment and discretion
in making decisions

Revised: 1/06

CITY OF ROCKVILLE WELLNESS COORDINATOR

CHARACTERISTICS OF CLASS:

The Wellness Coordinator performs intermediate professional and responsible administrative work in the design, implementation, execution, and evaluation of the City's Wellness Programs in order to accomplish the objectives of the programs. In addition to providing health promotion programs and activities, the Wellness Coordinator administers and interprets health appraisals and provides health promotion counseling. The incumbent takes a proactive approach to accomplish the program objectives. The work is done within good working conditions and with light physical demands. The Wellness Coordinator is accountable to the Organizational Development Administrator while working to accomplish agreed upon City objectives.

EXPECTATIONS OF ALL CITY EMPLOYEES:

- Learn and demonstrate an understanding of City, department, division and team goals.

- Serve and meet the needs of customers.

- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.

- Ability to assess his/her work performance or the work performance of the team.

- Plan and organize his/her work, time and resources, and if applicable that of subordinates.

- Contribute to the development of others and/or the working unit or overall organization.

- Produce desired work outcomes including quality, quantity and timeliness.

- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.

- Understand and value differences in employees and value input from others.

- Consistently report to work and work assignments prepared and on schedule.

- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

EXAMPLES OF DUTIES:

- Works with direction from the Organizational Development Administrator in coordinating wellness programs for all City employees.

- Chairs the Employee Wellness Steering Committee that encompasses volunteer Wellness Coordinators from each department, which provides support for the various activities and events.

- Serves as liaison with State, County and professional associations on wellness issues with which the City is concerned or involved.

- Represents the City before professional organizations, governments, and private organizations.

**CITY OF ROCKVILLE
WELLNESS COORDINATOR
PAGE TWO**

EXAMPLES OF DUTIES Continued:

Supervises contracted personnel who serve as guest speakers, workshop leaders, health counselors, and health care professionals (cholesterol, mammogram, body composition, fitness, etc. screeners) along with student interns.

Supervises and/or personally delivers the following program services: administers and interprets health risk appraisals; confidential health promotion counseling; coordinates health fairs; provides employee workshops on nutrition, stress management, weight control, smoking cessation, and other topics on current health issues; overseas blood pressure monitoring.

Procures materials and equipment necessary for implementing programs.

Publishes wellness information in employee newsletter and fliers.

Makes available library with resource materials on health issues.

Is available for interaction with all employees on a one-to-one basis on their health concerns.

Prepares and monitors the Wellness Program budget.

Provides timely and current wellness programs and health promotion information.

Ensures that program meets specific needs.

Promotes, advertises and evaluates programs.

Maintains working knowledge on current health issues.

QUALIFICATIONS:

Required Training and Experience:

Any combination of training and experience substantially equivalent to a bachelor's degree from an accredited university or college with major course work in health, health promotion or related field and some experience in a position which includes the promotion of health and wellness issues. Must have or be able to obtain CPR/AED and First Aid certifications prior to employment.

Preferred Knowledge, Skills and Abilities:

Considerable knowledge of current health issues including nutrition, weight control, stress, cardiovascular disease, cancer, exercise, smoking cessation, and hypertension.

Considerable knowledge of health promotion counseling.

Considerable knowledge of medical terminology as it pertains to health promotion.

Considerable knowledge of employee health needs and concerns.

Considerable knowledge of wellness resources in the community.

**CITY OF ROCKVILLE
WELLNESS COORDINATOR
PAGE THREE**

Preferred Knowledge, Skills and Abilities continued:

- High skill in human relations.
- Ability to plan, organize, and meet deadlines in the preparation of a variety of programs.
- Ability to be creative and innovative to enhance program participation.
- Ability to provide a comprehensive worksite wellness program for all employees.
- Ability to establish an effective working relationship with department heads and employees.

Revised: 6/05

CITY OF ROCKVILLE
YOUTH, FAMILY AND COMMUNITY SPECIALIST I

CHARACTERISTICS OF CLASS:

The Youth, Family, and Community Specialist I performs intermediate professional work in providing social services and individual, family, and group guidance, and referral services. This work is proactive and involves some outreach into the community and advising members of the community as to the availability of local resources to prevent or alleviate social problems. While the physical requirements of the position are limited to light in nature, it does require considerable mental effort to resolve relative issues. The work is subject to general policy direction, practices and procedures, covered by precedents and general supervisory review. Employee's assignments are planned and carried out with direct supervision and guidance provided in writing and by means of conferences with the Youth, Family and Community Services Supervisor.

EXPECTATIONS OF ALL CITY EMPLOYEES:

- Learn and demonstrate an understanding of City, department, division and team goals.
- Serve and meet the needs of customers during routine or emergency situations.
- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.
- Ability to assess his/her work performance or the work performance of the team.
- Plan and organize his/her work, time and resources, and if applicable that of subordinates.
- Contribute to the development of others and/or the working unit or overall organization.
- Produce desired work outcomes including quality, quantity and timeliness.
- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.
- Understand and value differences in employees and value input from others.
- Consistently report to work and work assignments prepared and on schedule.
- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

EXAMPLES OF DUTIES:

Interviews clients with problems, such as personal and family adjustments, finances, employment, food, clothing, housing, and physical and mental impairments, to determine nature and degree of problem.

Responds to individual youth, family, and community crises relative to problems of youth and their families and makes referrals to schools and other parties involved.

Advises clients individually, in family, or in other small groups regarding plans for meeting needs.

Evaluates clients with problems to determine specific needs relative to income, age, or other economic or personal situations.

Visits individuals and families and addresses neighborhood groups to promote supportive services available to those needing assistance.

Provides individual and community outreach and involvement in community groups and community concerns such as community education; financial assistance; parenting; information about youth services, activities and programs; and intervention in crises involving youths.

CITY OF ROCKVILLE
YOUTH FAMILY AND COMMUNITY SPECIALIST I
PAGE TWO

Provides case management, crisis intervention information and referral, employment counseling, and other program services to individuals referred by schools, families, courts, the community, other agencies, and to self-referrals.

Maintains good working relationships with other City staff as well as other public and private agencies and groups.

Performs crisis intervention by responding to emergencies.

Assists with coordinating various departmental special events.

Performs as an advocate and mediator, assisting youths and families in the resolution of their problems.

Organizes community oriented and recreation activities appealing to youth groups; responds to emergency social situations at local senior and junior high schools.

Investigates social conditions in response to complaints and reports findings.

Refers individuals to various public or private agencies for assistance.

Leads group discussions and provides education programs in such areas as addiction prevention, parenting, suicide prevention, family problems, financial problems, dating, education, etc.

Provides socially oriented technical assistance to community organizations.

Prepares reports, informative booklets, memoranda, and related correspondence.

Works irregular schedules as required.

Reviews service plans and performs follow-up to determine quantity and quality of service provided to the client and status of the client's case.

Determines client's eligibility for financial assistance.

Provides assistance in obtaining services and information related to such concerns.

Responsible for processing client applications for financial assistance.

Performs other duties as required.

QUALIFICATIONS:

Required Training and Experience:

Any combination of training and experience substantially equivalent to graduation from an accredited college or university with a Bachelor's degree in social work, human services, psychology, counseling, or a closely related field and two years' experience in a social services setting. Possession of an appropriate driver's license valid in the State of Maryland. Professionals providing counseling must be able to obtain the appropriate Maryland State License in the field within one year of employment.

Preferred Knowledge, Skills and Abilities:

Knowledge of social and economic problems facing youths and families and the ways these problems affect both the families and individuals.

Knowledge of the principles and practices of adolescent psychology.

Knowledge of the principles of prevention, intervention, and treatment of substance abuse.

Knowledge of community organization techniques and individual and group dynamics.

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Knowledge of the operation of a wide variety of government aid, welfare, health, and recreation resources and programs.

Skill to work effectively with representatives of other interested or affected agencies.

Multilingual skills may be required based on population served.

Ability to acquire and apply good working knowledge of relevant laws and practices.

Ability to present thoughts both verbally and in writing, to conduct interviews, and to prepare and maintain necessary records and reports.

(Employees who have completed their initial probationary period and who have received the required State of Maryland license, will move to the Youth, Family and Community Specialist II position in the pay period immediately following receipt of proof of licensing by the Personnel Department.)

Revised: 9/04